

VILLAGE OF BRIDGEVIEW



REQUEST FOR QUALIFICATIONS FOR HEALTH INSURANCE BROKER SERVICES

**ISSUE DATE: OCTOBER 6, 2011
DEADLINE: OCTOBER 24, 2011**

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I. GENERAL INFORMATION

A. Introduction. The Village of Bridgeview, Illinois (the “Village”) is proud to issue this request for qualifications (“RFQ”) for our health insurance broker selection process. Written qualifications submitted in response to this RFQ shall comply with the instructions and procedures set forth herein.

Parties interested in receiving a copy of this RFQ must provide a contact name, address, telephone number and email address to the Village.

B. Purpose. The purpose of this RFQ is to establish criteria for the selection of a health insurance broker to act as a representative for the Village in the health insurance market. The goal is to select the most qualified firm or firms that will be able to market the insurance program and to provide guidance and advice to assist in minimizing risk, reducing overall expenses and securing the most comprehensive coverage to the Village. It is the Village’s intention to establish a long term business relationship, but the Village will review the performance of the selected party (or parties) on an as need basis and at least annually. The Village reserves the right to: (1) reject all qualifications submitted in whole or in part and (2) award the brokerage services to multiple brokers. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFQ in part or in its entirety.

C. About the Village. The Village is a home rule municipality located in southwestern Cook County, Illinois, approximately thirteen (13) miles from downtown Chicago. The Village was incorporated in 1947. The Village employs approximately 250 persons and as of September 1, 2011, approximately 130 persons are enrolled in the Village health insurance program.

D. Response Format. Responses to this RFQ must include the name of the firm and the name of the person submitting the response. Responses should follow the format as outlined in the RFQ Questions section. All responses and must be signed by a representative authorized to make a binding commitment on behalf of the party submitting the response.

E. Instructions. The Village must receive five (5) executed copies of all responses no later than 3:00 p.m. on October 24, 2011. Late responses will not be accepted. Responses submitted by electronic mail and facsimile will not be accepted. All responses should be delivered as addressed below:

Office of the Village Clerk
Village of Bridgeview
7500 South Oketo Avenue
Bridgeview, Illinois 60455
(708) 594-2525

All questions regarding the RFQ should be sent to Mike Thiessen, Consultant for the Village, via email to **mst@madisongroupltd.com**. Please allow forty-eight (48) hours for a response. No questions will be accepted after 5:00 p.m. on October, 18, 2011. Copies of each question and the Village's written response to the same will be forwarded to all parties who provided contact information to the Village as set forth above.

F. Remuneration. Interested parties are to present an outline of the fee schedule to be utilized in connection with the presented services as specified in the RFQ Questions section. Payment structure may consist of:

Fee (flat or variable);
Commissions; or
A combination of fees and commissions

G. Oral Interviews. After receipt of all responses, the Village will review and evaluate submissions based on all of the criteria stated in this RFQ. The Village may request oral interviews of the most qualified candidates to clarify their responses or further define their offer. All oral interviews shall be at the expense of the person granted the oral interview.

H. Timeline. The Village anticipates that its review of the response submitted to this RFQ shall take two (2) weeks.

I. Public Records. Any response received under this RFQ constitutes a public document that may be made available to the public upon request under the Illinois Freedom of Information Act ("FOIA") (5 ILCS 140/1, *et seq.*) and other applicable laws and rules.

II. CURRENT HEALTH INSURANCE PROGRAMS

The Village currently has its health care with Blue Cross-Blue Shield and offers both an HMO and/or PPO to its employees. It is the Village's desire to maintain the same level of service and coverage to those employees covered by these two programs, yet at the same time assure the Village is receiving market based pricing.

III. SCOPE OF SERVICES

The Village seeks a full service health insurance broker capable of developing and recommending insurance and risk financing programs, policies, techniques, and cost allocation methods for health insurance as requested or directed by the Village. Parties interested in offering additional services should specifically identify and define such additional services in their response.

This section provides the minimal broker requirements and additional service requirements that may be expected from your firm pertaining to the needs of the Village. Firms not meeting the minimum requirements will be eliminated from further consideration.

A. Minimum Broker Qualifications:

1. Five (5) years of active brokerage experience with Public Sector Insurance Programs.
2. An active license in the State of Illinois to broker or sell insurance.
3. Firms shall submit evidence of compliance with all equal opportunity employment and affirmative action laws when and to the extent these requirements are applicable (which will be satisfied by an affirmative certification to the same).
4. Firms shall comply with all applicable federal, state and local laws, ordinances, rules and regulations.

B. Additional Service Requirements:

1. Development of an insurance marketing strategy, preparation of insurance coverage specifications and assistance with preparing underwriting specifications. Solicitation of bids from insurance carriers rated no less than A- VII by AM Best. Provide a summary of the bids received and provide a recommendation after analysis and comparison of the proposals.
2. Conduct meetings to identify areas of exposures and concern, establish goals and set priorities. Assist in establishing insurable values.
3. Review all insurance policies after they are received by or from the insurance carriers for completeness and accuracy. Communicate and follow up on all corrections prior to forwarding the same to the Village.
4. Provide recommendations in connection with health insurance procurement and provide analysis of proposals from insurance carriers including, but not limited to, analysis of service areas, plan details, costs and other relevant factors.
5. Conduct renewal negotiations and analysis, including budgetary assistance regarding projections, structuring of deductibles and other retention methods.
6. Submit, monitor and advocate claims on behalf of the Village and Village employees. Provide status of claims and reserves, loss frequency, loss trending and severity forecasts.
7. Manage carrier relationships, review services provided by the carriers and compare their actions to create standards.
8. Assist in compliance activities related to coverage.

9. Review and implement policies and procedures to ensure the Village's compliance with COBRA and other applicable state and federal health insurance coverage continuation requirements.
10. As requested by the Village, prepare communications and/or hold employee education sessions during open enrollment periods and/or when health insurance plan changes are introduced.
11. As requested by the Village, prepare employee communication pieces and/or coverage summaries.
12. On an as needed basis and as requested by the Village, assist with the review of "insurance requirements" contained in employment agreements, employee handbooks and collective bargaining agreements, as well as other contracts containing indemnification, hold harmless and risk management provisions related to the Village's health insurance and risk management needs and opportunities.
13. Conduct account management meetings to review goals and service needs on an as needed basis. In addition, conduct an annual account management and stewardship meeting to review past service, evaluate results and identify future needs and opportunities.
14. Act as an industry expert and technical resource by providing regular updates on legislative changes and current market conditions, issues and trends that may affect the Village.
15. Prepare insurance summaries or comparisons of current and prior coverage and premiums.
16. On an as needed basis and as requested by the Village, participate in and advise on claims administration, litigation management and actuarial/loss forecasting analysis.

IV. RFQ QUESTIONS

I. Company Background.

A. Please describe your firm's history, ownership, financial condition and client base including, but not limited to: 1. years in business; 2. total number of employed professionals in the firm as well as the primary office; 3. management and organizational structure; 4. company culture, business philosophy and service model; and 5. latest annual report/financial statements.

B. Please indicate the total number of your municipal clients and a summary of services provided to the same.

II. Health Insurance Brokerage and Risk Management Services.

A. Please describe your brokerage model in the context of placing health insurance coverage for the firm's clients.

B. If your brokerage model includes the use of excess/surplus lines, facilities, specialty or foreign brokers, reinsurance intermediaries, or "wholesale" brokerage facilities of any kind, discuss your relationship with the same and identify any such entities owned (in whole or in part) by your firm or controlled in any way by your firm. Describe in detail any special business relationships shared with such entities and your firm.

C. What is your process for designing, negotiating and implementing insurance programs?

D. How does your firm provide your clients with updated market information and how is this information communicated?

E. Please describe your claim services for all applicable lines of coverage, including but not limited to: 1. claim reporting; 2. claim advocacy; 3. claim consulting; and 4. specialized claim services available to clients.

F. Describe your firm's capabilities and experience with analysis and interpretation of insurance policy language and coverage issues and the settlement of claims disputes.

G. Describe your firm's capabilities and experience providing consultation on HIPAA compliance procedures.

H. What role does technology play in the delivery of services to your clients?

I. Describe and provide samples of reports that you would anticipate using for communicating activities and results to the Village.

J. Provide a summary of new and creative ideas that your firm has recently brought to your clients to improve coverage or lower costs.

K. What is it about your services or service delivery platform that differentiates your firm from other competing firms? Why should the Village select your firms from others submitting responses to this RFQ?

L. Describe the current health insurance carriers with which you have placed municipal health insurance programs over the last five (5) years.

M. Include any other relevant additional information that you deem important to properly evaluate your firm's capabilities.

III. Service Team.

- A. Describe your firm's expertise in the delivery of health insurance brokerage services to public sector clients.
- B. Describe the individuals that would be assigned to your account team for the Village. Provide resumes for all proposed team members. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the requested services.

IV. Proposed Fee Structure.

- A. Describe your firm's fee structure and clearly indicate what services are covered. Please indicate whether your firm proposes to work on a fee schedule, on a commission basis or a combination of fees and commission and include any other information relevant to your proposed fee structure.
- B. Indicate whether your firm usually signs a brokerage agreement and if so, include an example.

V. Client References.

- A. Provide a listing of representative public sector clients, noting those you have placed with health insurance carriers.
- B. Provide at least five (5) references of current clients, include their company name, address, contact person, phone number, email address and length of service.
- C. Provide a list of clients that have terminated your services in the last three (3) years. Include company name, address, contact person, phone number, email address and length of service.
- D. Include a list of all lawsuits filed against your firm regarding services rendered.

VI. EVALUATION CRITERIA

The following criteria will be used to determine the firm's qualifications to service the Village. The order of the following criteria does not determine any relative ranking: 1. the firm meets all of the Village's requirements; 2. demonstrated knowledge and experience with public sector clients; 3. conformance with specifications of the RFQ and completeness of the questionnaire responses; 4. the firm's ability to provide broad services to meet the Village's existing needs and ability to provide additional services or recommendations that are in the best interests of the Village; 5. the professional experience of the account team assigned to handle the Village's account; 6. references; and 7. other matters not herein specifically enumerated.

Selection does not guarantee the award of a contract. This RFQ shall not create any legal obligation of the Village to evaluate any response that is submitted or to enter into any contract or any other agreement with any firm submitting a response except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. All qualifications should contain an affirmative statement that there is no "conflict of interest" with the Village and the firm.

The Village reserves the right to reject all qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the Village. Any qualifications submitted shall be binding for sixty (60) days following the Village's opening and review of the same. The Village reserves the right to select a firm or multiple firms to satisfy the services sought. The Village reserves the right to terminate the services provided by the brokers in whole or in part. In person interviews may be scheduled to finalize the selection.

By submitting a response the firm providing the qualifications acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.